

SOLICITATION AMENDMENT NO. TWO (2)

SOLICITATION NO. T04-59-00073



ARIZONA DEPARTMENT OF TRANSPORTATION
Procurement Group
1739 West Jackson Street, Room 100P
Phoenix, Arizona 85007-3276
Phone: (602) 712-7211



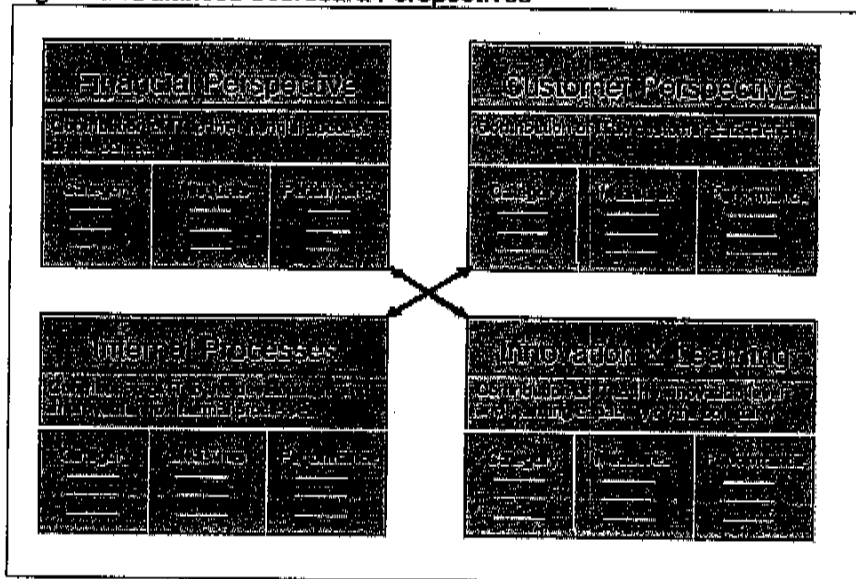
Description: Project and Time Management Software
Solicitation Due Date: March 12, 2004 at 3:00 MST

This Solicitation is amended as follows:

The closing date for this solicitation has been extended until March 12, 2004 at 3:00 p.m. MST.

1. In the "Scope of Work". The requirement titled "Metrics" (pg 10). What does META Group's Balanced Scorecard technique mean? Can you provide an example? Benchmarking provides a context for assessing IT performance and business contribution, as well as for competitive positioning. The issue for IT organizations is not simply whether "to benchmark or not to benchmark." The real issue is one of transforming performance and producing business value through technology. Benchmarking plays a key role in this transformation, and measurement is a core competency that an organization must develop to promote learning and continuous improvement. Once portfolio management is being implemented in an IT organization, communicating IT's important role becomes possible. There have been many approaches to capturing this information. META Group's approach uses the balanced scorecard technique of organizing benchmarks into four views, each showing a different aspect of the enterprise (Figure 1).

Figure 1 - Balanced Scorecard Perspectives



2. In the Current Technical Environment, the RFP lists "IIS 6.0" as the currently supported web server. Is ADOT open to a solution that uses the Apache Tomcat application server instead of IIS? We would like to propose a solution that uses the Java programming language. This solution would support an architecture with a SQL Server database and Windows operating systems, as mandated in the detailed requirements. ADOT's Information Technical Group only supports IIS at this time; however, as much as ADOT would prefer to standardize on platform and technology components for obvious reasons, we currently do have a mix. Apache Tomcat and Java are used in small pockets within ADOT (not supported by ADOT's Information Technical Group). Feel free to propose your best architecture based on what's stated in the RFP. Our evaluation criteria and weight factors will deal with deviations accordingly.

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3. Do you have a list of the functionality that HEAT provides to you that you want to replace?
 - a. Basic Call logging and tracking
 - b. Search for calls within any of HEAT's form fields
 - c. Review and/or collect a knowledge base for problem resolution
 - d. Track the status of incidents and service requests
 - e. Print call tickets
 - f. Close completed call records
 - g. Automatic assignment of unique, sequential ticket number
 - h. Automatic date stamp when opened, acknowledged and resolved
 - i. General call description field
 - j. Type of call designator: Incident / Service Request / Project
 - k. Category designators, such as Telephone, No dial tone or PC, Dead monitor
 - l. Integrated CRM database which contains customer profile: User ID, First and Last Name, Address, City, State, Zip, Phone number(s), Building, Department, etc...
 - m. CRM Database has capability to associate customers with IT assets
 - n. Ability to assign a ticket to an operational group and / or individual
 - o. Ability to assign a ticket to multiple operational groups and / or individuals
 - p. Ability to record status / journals within a call
 - q. "Autotasking" (macros) to perform multiple functions within HEAT application with a single click
 - r. Batch Autotasking (open many calls, close many calls, create many assignments, etc.)
 - s. Flexible, diverse search capability
 - t. Manager / Supervisor dashboards to monitor queues and performance metrics
 - u. "HEAT Board" used as one aggregate problem record to track many common incidents that may be logged as a result of a single service interruption. Under these circumstances, HEAT Board can track diagnosis, status, resolution, communication and disposition
 - v.
 - w. Support for notifications and alerts via e-mail and pager when assignments are made, acknowledged and closed and for the purpose of escalation when inactivity / no-status conditional thresholds are met / exceeded
 - x. FLS (First Level Support) knowledge tree to capture technical knowledge. This feature is being used today primarily as an assignment guide (Help desk reference to determine what technical group should be assigned, based on the type of request / problem the caller has.)
 - y. Performance metrics capture and reporting with Crystal Reports (not used) or MS SQL for data reporting (used)
 - z. Call Templates for common situations
 - aa. Ability to attach or link files to tickets and knowledge tree
 - bb. Ability to open a new ticket via e-mail to "Auto Ticket Generator" mechanism
4. Given that ADOT runs a customized version of HEAT, what is the architecture and operating environment of HEAT at this time? For example, is HEAT a fat Windows client built in VB 6.0? "Does HEAT currently support a "client-less", easy to use web interface as the primary I / O mechanism for all users?" HEAT Call Logging is not a "custom" application. It is a commercial title available from FrontRange Solutions. (<http://www.frontrange.com>). A more correct statement would be that HEAT has been *configured* to support the ADOT IT environment. HEAT is capable of supporting a client-less user interface; however, at this time the "fat" HEAT application is either:
 - a. Installed locally, with database interaction via ODBC.
 - b. Installed on a Windows Server running Terminal Services where the user connects and conducts business using 1. a. above.

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5. Is a two-tier client-server solution acceptable or does ADOT require an n-tier architecture? ADOT is not specifying application architecture. The PATA Solution must adhere to the State of Arizona Government Information Technology Agency's Enterprise Architecture Policies which can be reviewed here: http://gita.state.az.us/enterprise_architecture/. Vendors may wish to review GITA's Enterprise Architecture Target Technology Table for further reference here: http://gita.state.az.us/enterprise_architecture/AZ_EA_Target_Technology_Table.htm. ADOT is in the planning stages of migrating many of its 2-tier and legacy applications to n-tier. Looking forward, n-tier would be the preferable approach with regard to PATA.
6. It appears ADOT is a Microsoft shop. Will ADOT consider JAVA Open Server Systems Technology and UNIX/Linux based solutions? As stated in the RFP, ADOT specifies that an "installed" solution will be run on ADOT-owned hardware, operating system(s) and data base platform. If the vendor proposes an "installed" solution which relies on other technologies, the vendor approach must be "turn-key". Under these circumstances, support and maintenance shall be treated the same as a hosted solution, where the vendor is wholly responsible.
7. Was HEAT customized using ADOT's own IT resources or outside consultants? **HEAT was configured by ADOT employees.**
8. Is ADOT aware of a proven integrated solution operating in another state's DOT, which meets all of ADOT's RFP requirements? **No.**
9. Is ADOT interested in an integrated solution, which delivers the best of breed applications for each area of RFP's functional requirements? **ADOT would prefer a single vendor solution to mitigate possible contention both during the implementation and after. If an integrated solution is proposed, the vendor to whom the contract is awarded will assume full responsibility for any / all sub-contractor deliverables and obligations, as stated within the RFP.**
10. Does ADOT believe that the budget of \$300,000 can meet all of the RFP's mandatory functional application requirements and services? **Yes. ADOT believes that the budget is sufficient to provide a PATA Solution as described within the RFP.**
11. Shall the vendor provide a detailed schedule of all solution hardware and operating software components compliant with ADOT's technology standards, which ADOT will then provide and install to support the proposed solution? **ADOT is interested in reviewing vendors' system requirements, to ensure that the requirements are compliant within the ADOT technical environment. However, ADOT will not deviate from its adopted standard operating platform.**
12. Confirm that the vendor will not provide any hardware, server or desktop operating system or database software? **As stated in the RFP, ADOT will be providing all infrastructure, including hardware, operating system(s) / licenses and database platform(s) / licenses.**
13. Does ADOT require that the proposed solution architecture include automated fall-over/recovery? **No. At this time ADOT does not have the budget to fund the additional infrastructure that would be required to ensure fault-tolerance. Reliable data and system configuration backups are sufficient as specified within the RFP.**

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14. Does ADOT currently have a disaster recovery/business continuity plan? **No, but a state-wide initiative is currently underway to develop and maintain Agency DRPs and BCPs.**
15. Regarding specification 9, page 13, ADOT has identified several existing internal applications that may, in the future, require integration with a purchased PATA solution. Can ADOT provide some details regarding the other current applications? Are these other applications compliant with ADOT's technology standards?
- a. **HEAT: Off-the-shelf help desk software from FrontRange Solutions. ADOT owns licenses for base Call Logging module. Configured and customized by ADOT's Information Technology Group. Runs on Windows 2003 Server, SQL 2000. Clients are off-the-shelf, part of the call logging module.**
 - b. **ADVANTAGE: financial systems from American Management Systems (AMS). ADOT has the base accounting module, as well as additional modules like Fixed Assets, Project Financials, Purchase Orders & Requisitions, etc. Much customized for ADOT needs over the past 10+ years. Runs on IBM Mainframe, OS390V2.10, IMS DL1 database, Cobol.**
 - c. **HRIS: Off-the-shelf Human Resource Management Systems from Lawson. Web-based system written in Microfocus Cobol, Oracle (we believe), and Unix operating system.**
 - d. **Tririga: Facilities Management software from Tririga. 3-tiered Web-based application running on SQL Server and MS Windows platform.**
16. What is the total number of named ADOT users and expected concurrent users in each functional application area? **As specified in the RFP, the total number of ADOT users is 255 (230 "time-entry" users and 25 "management / stakeholder" users) A reasonable estimate of concurrent users during peak times would be 30%-40%.**
17. Liquidated damages? Is ADOT similarly prepared to accept liabilities for ADOT's inability to meet project time lines and performance requirements? For example, if the chosen vendor is not providing and supporting the hardware, operating environment, and network infrastructure, the vendor cannot be held responsible for failures of these components which are the responsibility of ADOT and/or other vendors. **ADOT realizes that this is a potentially precarious arrangement. As specified in the RFP, vendors shall include in their proposals, references that are operating in a comparable environment so that ADOT may inquire, among other things, about the responsiveness and resolution under similar said circumstance(s). ADOT is prepared and qualified to diagnose the cause of system outage(s). With an installed solution, the vendor would be called after local troubleshooting was conducted and the problem isolated to the provided product(s). Vendors may wish to include written policies / procedures on support services so that ADOT can have a full understanding of its expectations.**
18. Is it possible for ADOT to share the contact information of vendors interested in bidding on this project? Can vendors receive a list of firms who requested a copy of the RFP? **Until such time as the solicitation and all accompanying information become public information it can be shared. All information becomes public after award.**
19. Given a train the trainer approach, how many trainers must the solution provider train? **Based on the uniqueness of each solution, the Vendor must provide this number. The number of trainers will depend upon the schedule for training--the more aggressive the training schedule, the more trainers probably needed simultaneously. Additionally, the vendor is charged with providing "comprehensive enough" training so that the vendor's offering should provide a complete description of training: scope of classes, length of classes, a likely training schedule vis-à-vis the deployment schedule, and the number of trainers and training venues needed to support the training schedule. ADOT has stated in the RFP that the number of personnel to be trained is 230 (time entry users) and 25 (management / stakeholders).**

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20. Given the classroom training approach option listed in the cost table, how many users must be trained in each functional area?
- Time Entry Users=230 (includes all operational groups that will use the PATA Solution)
 - Managers / Stakeholders=25
 - System Administrators=10
21. Will all training take place in one ADOT location? As stated in the RFP, that is ADOT's preference. Historically, this has been the most cost-efficient method of training delivery. If an offsite location is suggested by the vendor, please include costs for comparable onsite training so that ADOT may analyze and choose the best approach.
22. Does ADOT have a training facility that will support classroom based technology training for the proposed solution? How many students can your training classroom accommodate? The answer to the first is a qualified "yes"—the qualification being that training facilities are not uniform around the state. The answer to the second question will vary also according to the nature of the training described in the vendor's offering: will the vendor's offering be hands-on computer training or be by lecture and hand-out? The solicitation specifies "comprehensive enough" and for all levels of users. Rooms are available in ADOT's training facility to accommodate large numbers of trainees, but are not equipped with trainee computer stations. These large rooms are capable of supporting the presenter's PC w/ network communications and portable projector for displaying instructor's display on a large screen. Computer equipped classrooms around the State vary. One such room, also in ADOT's official training facility, seats twelve. Larger forums with computers may be arranged.
23. Is data conversion a part of the project where it is not listed in the specification or cost table? If required, can ADOT provide record layouts of the current application sources? It is the opinion of ADOT's RFP Team that ADOT should perform any necessary data conversion(s). This means the PATA solution must have an open database, and database layouts, etc. and the vendor must provide technical documentation to ADOT for this purpose. We'll probably end up converting only "domain data" such as employees/resources and associated administrative information and be less likely to convert active or historical projects.
24. What is the quality of ADOT's current data? Answer not provided...see above.
25. With regard to support, the vendor will only support its application solution and not the platforms supporting that solution? Yes, that is correct. If the solution is "installed", ADOT will support the hardware, operating system and underlying SQL install.
26. Will cost evaluation include only required functional specifications? The RFP evaluation team will review costs in all three categories separately: Required, Desirable and Optional. It is therefore important to itemize price lists to afford ADOT an easy view of the modules' functionality and category, whether required, desirable or optional.
27. Is the vendor responsible for installing or configuring any server or workstation software other than the proposed software? No. ADOT's Technicians deploy servers and workstations in a standard and systematic way. If the PATA application requires customization to a server and / or workstation, this information will be communicated to the project team and change(s) will be made by ADOT Technicians.

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28. Is ADOT considering any Business Process Reengineering opportunities as part the implementation of this solution? **Yes. The PATA Solution itself will provide the foundation for the Information Technology Group's BPR. Consulting services to facilitate and / or lead a BPR Project are not within the scope of the RFP; however, it is permissible to list and price such services separately. This information must be presented with a clear indication that the "extras" are not a part of the vendors PATA Solution and of an extraneous nature.**
29. Due the complex nature and scope of work will ADOT consider a vendor pre submittal meeting. **No**

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

Offeror hereby acknowledges receipt and understanding of the above amendment.		The above referenced Solicitation Amendment is hereby executed this 2 nd Day of March 2004, in Phoenix, Arizona.	
Signature _____			
Date _____			
Typed Name and Title _____			
Company Name _____			
Address _____			
City _____	State _____	Zip _____	Contract Officer 

SOLICITATION AMENDMENT NO. ONE (1)

SOLICITATION NO. T04-59-00073



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1. In Section 5 (Special Instructions) - You request a schedule from vendors. Do you have dates in mind that you need us to target or do we not have any constraints in this area? The project must be completed by June 30, 2004.
2. In the RFP you use the word "Cut Sheet". What does that mean? A "cut sheet" is also known as any single sheeted marketing document that would show product specifications. Usually is associated with hardware or equipment. For the purpose of this solicitation, "cut sheets" are not limited to a single page.
3. In the "Scope of Work" chapter. The detailed requirements are preceded by the initials PPM and PSA. What does that mean? PPM = Project Portfolio Management; PSA = Professional Services Automation
4. In the "Scope of Work", the requirement titled "PPM-Portfolio Management" (pg 6) states that: "Automated capability to align projects by overall initiative, organizational structure, division, department, priority, business area specific strategic goals, or any other industry standard / natural grouping that ADOT may find useful." - Can you provide an explanation of what you mean. Perhaps give some examples. ADOT must have the capability to assign meaningful metadata to its projects so that it can display those projects in logical groups for the purpose of analysis and planning. A project will be given a category, such as "Strategic Plan" or "Routine / Lights-on". Additionally, the project will be assigned a requesting / funding Division, Department and other identifiable information. The ability to analyze past, current and future projects, within these categories is what the requirement is stating.
5. In the "Scope of Work". The requirement titled "Approvals checkpoints and Routing" (pg 7) states that you want to have a series of approval checkpoints. Do you have a list of where you want those checkpoints or are you looking for us to provide suggestions? The proposed solution will not be constrained by specific checkpoints. The solution must have the ability / flexibility to incorporate approval stops / checkpoints as individual and unique processes require.
6. In the "Scope of Work". The requirement titled "Project Cost Forecasting" (pg 11). Can you expand on the definition? Provide a list of the functions. ITG offers its customers standard and at times, non-standard IT products and services. This requirement is in the RFP to support a quick and easy way of project estimating on standard / non-standard item and labor costs. It also allows Project Leads and Managers a "what-if" tool to mock-up project costs and discuss ball park / budgetary numbers.
 - a. Example: A new office building construction project is being planned and ADOT Facilities has asked ITG to provide technology cost estimates. Using PATA, the Project Lead can quickly figure and output the results in a project estimate form letter:
 - i. Employee capacity of building Times = Z
 - ii. 2 cables @ \$150 /each x Z = Cabling costs
 - iii. 1 PBX that supports Z users
 - iv. Enough Ethernet ports to support network devices
 1. where one switch = \$1,500 and contains 24 ports
 2. Z/24 = Number of switches needed X \$1,500 = Ethernet costs
 - v. Router to support WAN needs = \$5,000
 - vi. DSU / CSU to support T1 = \$1,000

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- vii. T1 circuit install and monthly charge
- viii. Standard desktop PCs @ \$1,000 / each x Z = PC Costs

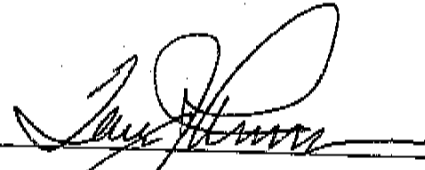
7. In the "Scope of Work". The requirement titled "MS Outlook/Exchange Integration" (pg 11). Can you provide a list of the fields/functions that you would like to see integrated? Outlook / Exchange are ADOT's primary e-mail and calendaring platforms. It would be beneficial to display non-working time such as Vacation / Jury Duty and also working time such as meetings and time sensitive task assignments, within the PATA application to eliminate redundant, error-prone scheduling within two disparate systems. When appropriate, e-mail may be used as a vehicle for notification and alerts from the PATA system.
8. In the "Scope of Work". The requirement titled "Plan Version Control" (pg 8). Do you want similar functionality to what MS Project refers to as Baseline? Yes.
9. In the "Scope of Work". The requirement titled "Cascading" (pg 7). Can you expand on the definition of the type of functionality you would like to see here? Projects do not always stand alone. Many times, one project's performance metrics will have an effect (negative or positive) on others. Knowing this, emphasizes the importance of having the capability to "link" projects as predecessors and / or successors. With this capability and through the use of actual and / or "what-if" scenarios, ADOT will be able to determine the impact that change may have not only on the project in question but others that are related.
10. Intellectual property – The RFP reads that the state will own the final product, but we are providing a product which is already providing more than 70% of the functionality requested – How do we handle the division of who owns what? (pg 23) If your firm has exception to this requirement as stated within the RFP, than your exceptions to any requirement of the solicitation should be addressed under separate title in your submittal as "Exceptions". Within that venue can a proposer take an exception and offer any alternate plan or product. Please refer to the Uniform Instructions to Offerors, within the solicitation.
11. What is the proper procedure for soliciting an amendment to the RFP? Any request for additional information, clarifications or questions for any public solicitation, shall be submitted to the cognizant contract officer in writing. Transmission of any requests shall be either via fax, or via email.
12. For the purpose of developing a schedule as requested by the RFP. When can we consider to be the starting date for the project - We will assume 4/4/2004 unless we hear otherwise. 04/04/2004 adheres to the current project schedule.
13. For the purpose of developing the schedule requested by the RFP - Is there a specific priority to the Detailed Requirements provided by the RFP? Which ones would you like to see done first? Project Planning, Task Assignments, Time Reporting and Portfolio Management capability are paramount. Project Templates, Process Management, Skills Inventory and Resource Management are second, with the other "Required" features / functionality close behind.
14. Can you provide a better description of the type of integration you would like to see with MS Project? From a Project Lead / Manager perspective, the ability to plan and drive a project using MS Project as the primary I/O interface.
15. The Platforms requirements (pg 11) lists several operating systems - Are you saying that the end-user will be employing machines that have these operating systems? Or are you saying that the backbone of the software (code and Database) have to be hosted in servers where all these operating systems run? These Windows variants are Server operating systems, on which the PATA Application and database will be running.

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Client operating systems (as well as server operating systems) are described on Page 4, in the Computing Software Table.

16. Knowledge Discovery and Management Requirement (pg 13) – Can you expand on the definition of this requirement. Provide an example. ADOT is beginning research in this area; therefore, this requirement is listed only as an option. Any information the vendor can provide about KD / KM software would be beneficial.

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

Offeror hereby acknowledges receipt and understanding of the above amendment.		The above referenced Solicitation Amendment is hereby executed this 25 th Day of February 2004, in Phoenix, Arizona.	
Signature _____			
Date _____			
Typed Name and Title _____			
Company Name _____			
Address _____			
City _____	State _____	Zip _____	Contract Officer 